

## Bush & Co – Lettings – Privacy Notice

### Our Contact Details:

Name: Bush & Co Property Management Ltd t/a Bush & Co.

Address: 8 The Broadway, Mill Road, Cambridge, CB1 3AH

Phone Number: 01223 508085

E-mail: [lettings@bushandco.co.uk](mailto:lettings@bushandco.co.uk)

Website: [www.bushandco.co.uk](http://www.bushandco.co.uk)

This Privacy Notice was completed on 25/09/2023.

### Type of Personal Information We Collect:

We currently collect and process the following information:

- Name and contact details of Landlords, identity, rental property details and bank details for matters relating to lettings and paying rental monies;
- Name and contact details of Tenants and Applicants, rental agreements, identity, status, bank and financial details and lettings history;
- Names and contact details and payment information of suppliers and agencies;
- Employee data;
- Website user statistics

### How We Get the Personal Information and Why We Have It:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Landlords - To communicate with you with regard to letting or maintaining your property and payment of rental income.
- Tenants and Applicants - To communicate, reference and verify on matters relating to the tenancy, including, rental charges, maintenance and property inspections.

### Personal Information Received Indirectly:

We also receive personal information indirectly, from the following sources:

- Agencies and suppliers

### Use of Your Information:

We use the information that you have given us in order to

- To facilitate the rental and maintenance of residential property

We may share this information with:

- Agencies, suppliers and solicitors

### Lawful Bases of Processing Information:

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting [lettings@bushandco.co.uk](mailto:lettings@bushandco.co.uk)
- We have a contractual obligation
- We have a legal obligation

## **How We Store Your Personal Information:**

Your information is securely stored.

We keep Landlords information for the duration of the tenancy plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep Tenants information for the duration of the tenancy plus 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep Applicants information for 7 years. We will then dispose of your information by deleting any electronic record and destroying any paper records.

We keep suppliers information for 7 years. We will then dispose your information by deleting any electronic record and destroying any paper records.

Electronic data is stored on the CFP server located in the Bush & Co lettings office for 7 years or the duration of the tenancy plus 7 years.

## **Your Data Protection Rights:**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at:

Bush & Co Property Management Ltd t/a Bush & Co., 8 The Broadway, Mill Road, Cambridge CB1 3AH

Email: [lettings@bushandco.co.uk](mailto:lettings@bushandco.co.uk)

Phone Number: 01223 508085

if you wish to make a request.

## **How to Complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at Bush & Co Property Management Ltd t/a Bush & Co., 8 The Broadway, Mill Road, Cambridge CB1 3AH.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House, Water Lane,  
Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>